



Reed Act/Gates Foundation Broadband Grant Evaluation

Thank you for participating in the Reed Act/Gates Foundation Broadband Grant Program designed to help Michigan public libraries assist the unemployed and develop broadband internet access. Per your grant contract, your library has committed to participate in the evaluation of the outcomes identified below using tools provided by the Library of Michigan. The desired outcomes for the grant program are as follows:

Outcome #1: Patrons demonstrate ability to access unemployment resources.

Outcome #2: Patrons demonstrate ability to perform job searches.

Outcome #3: Patrons demonstrate job application skills.

Outcome #4: Patrons demonstrate ability to access online skill-building resources.

Outcome #5: Patrons demonstrate knowledge of resources available to increase their ability to obtain employment.

Evaluation Tools

Two evaluation tools for this grant program are enclosed, a patron survey and an observation form. The Library of Michigan encourages the library to promote its services to jobseekers who are using the library's public access computers with broadband access. In addition, please persuade patrons to complete the patron survey as frequently as possible.

1. Patron Survey:

The patron survey is designed to obtain feedback directly from unemployed and underemployed patrons who are using public access computers at the library. Please make copies of the enclosed patron survey and distribute as described below. At minimum,

*make the surveys available at your public access computing stations;

*hand the surveys out to attendees at any relevant training sessions your library offers; and

*encourage staff to distribute the survey to patrons at any appropriate time, such as when patrons are performing job searches, accessing the Michigan unemployment site, working on a job application or resume, or using resources that increase their ability to obtain employment (for example, Learn-A-Test).

Feel free to assist patrons in filling out the surveys if necessary. It is important that we get as much feedback directly from patrons as possible, so please be sure to implement the patron surveys as fully as possible.

*(If your library does not offer word processing access on its public access computers, you may eliminate question 5 from the **Library Computer Use Survey**).*

2. Observation Form:

In addition to the patron survey, the observation form is to be used by library staff to track public access computer usage by patrons. Please copy as needed and make this form available to staff at all service desks that oversee public computing. Please strive for consistent and significant sampling. Specifically, track usage relating to the following scenarios:

- 1) information requests made at library service desks, relating to any of the resources listed on the observation form;
- 2) at any library workshop or training session relating to employment, job searching, unemployment, or related topics;
- 3) one-on-one personal assistance between library staff and patrons that relates to any of the scenarios listed on the observation form;
- 4) unobtrusive observation from library staff of patrons performing searches listed on the observation form.

Utilize the observation form at library service desks for a minimum of 120 hours. You may wish to establish certain days, weeks or months to make use of the form. During those times, be sure that staff is aware of the necessity to track usage. The following time frames are provided as examples of different types of observation periods that may work for your library to implement use of the observation forms.

- A). Every day (Monday – Friday) for 4 weeks (5 days x 4 weeks x 7 hours per day = 140 hours)
- B). One week (Tues – Saturday) per month for 4 mos. (5 days x 5 mos. x 6 hours per day = 150 hours)
- C). Two days a week for 12 weeks (2 days x 12 weeks x 6 hours per day = 144 hours)

Data Summary

The current grant project period ends June 30, 2005. Please use the above evaluation tools until that time and then summarize your findings using the *Evaluation Summary Form*, which also is provided. **Send this completed form by June 30, 2005 to:**

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If you have any questions, please contact Sheryl Mase at 517-373-4331 or smase@michigan.gov.